

# FM Group Meeting

2<sup>nd</sup> September 2020

**Attendees:** Alison Bettany (*EMCOR UK*), Candice Guerreiro (*ENGIE*), Laura Cochrane (*BAM*), Lewis Chenery, Jehangir Ali and Dave Farebrother (*Bouygues E&S*), Victoria Hughes (*VINCI Facilities*), Francesca Chinery (*Skanska*), Agnes Guzik (*CBRE*), Mark Turner, Sophie Coyle and Robyn Conway (*Action Sustainability*)

## 1) Welcome and introductions

- MT welcomed the group and introductions were made.

## 2) Operational review FY20/21

- MT (*Action Sustainability*) gave an update on the School, including performance against KPIs. The School has reached 100 Partners, and e-learning and resource views have increased through COVID-19, as has virtual training. An improvement on assessments completed is required.
- The Group revisited the FM priorities for 2020/21:
  - Drive and capture impact in the supply chain
  - Maximise Partner value and engagement
  - Develop and enhance the profile of the School within the FM community
  - FM Partner representatives to become School Ambassadors
  - Develop Partner membership

It was agreed that these remain relevant despite the change in circumstances dictated by Covid 19, though the work on developing School Ambassadors has been set back.

- All events for this financial year whether training or partners meetings are planned to be virtual
- The group were encouraged to introduce new FM partners to the School
- VH (*VINCI*) highlighted the importance of showing the value of the School to board level. The Partner Value Slide is a useful way to demonstrate this
- VH (*VINCI*) highlighted the work the School, with support of FM group, is doing on helping RICS to develop a responsible business guide. It is due to be published in 2021 and RICS have been offered an option to utilise a School hosted event to promote it.

## ACTIONS:

1. School to send round illustrative Partner Value Slide to Partners when available
2. Partners to suggest potential new Partners to the School
3. Partners to review their priority suppliers list and update through the dashboard. This is the best route to gain active members and increase bronze/silver/gold memberships.

## 3) Virtual events

- MT (*Action Sustainability*) outlined the programme of virtual training being run by the School. This is filling up very fast, so it is important for the group to plan and set out datelines for any chosen activities. MT urged Partners to put forward their suggestions for workshops for supplier days/business bytes applicable for the FM market. These can be either open (anyone can access) or closed (private to specific

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Partners and their stakeholders). You can view upcoming sessions that have already been scheduled and register [here](#).

- Confirmation was given that workshop sessions are not routinely recorded for subsequent use, though some other sessions are and can be accessed or forwarded to colleagues for viewing.

### **ACTIONS:**

4. Partners as a priority to please suggest workshops or other virtual training for their internal team or suppliers to MT.

#### **4) Partner Maturity Matrix**

- MT (*Action Sustainability*) introduced the updated Partner Maturity Matrix, developed by the School's Operations Group. It has four sections looking at internal use, advocacy, supply chain engagement and collaboration with the School and four levels; engaged, active, lead and exemplar
- Some challenges when encouraging use of the School are time pressure, signing up to the School and the sheer range of resources/content within the School – i.e. how to prioritise?
- JA (*Bouygues E&S*) discussed the work being done internally to map resources for job roles and then mandating resources. The group discussed the challenges and practicalities of how the School can bridge the gap between organisations internal LMS' and the School's system.

#### **5) Group work – developing our post-COVID agenda**

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- The group revisited the [Mural](#) from the previous meeting (20/05/20). Outcomes from the session are below (mustard coloured “post-its”):



Key learning points from this session were:

- The situation surrounding PPE has improved
- Suppliers have generally responded well, in some cases diversifying their offer to meet the changed demand
- There is a significant need to watch out for impact on suppliers running into next FY
- The group are looking at reusable PPE and plastic free options. Some of the group have been offering reusable face masks and plastic free wipes to teams. Social enterprises are very much worth considering as an option for PPE supply, which is a double win as social value also secured by placing business with them.

The group outlined how the School can help, and suggested the following topics for future training sessions:

- Supply chain resilience is key post COVID – keep this in focus and possibly run an FM specific event

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- Getting back to 'normal' without our carbon footprint jumping back up? What should we take from lockdown as we start returning to business as usual that will help our carbon footprints stay as low as they have been during lockdown?
- How to help businesses navigate flexible working
- Events to help engage with clients in the absence of face-to-face events
- To increase supplier engagement LC (*Bouygues E&S*) requested a workshop to refresh understanding of the carbon reporting tool and aims of the special interest groups.

## ACTIONS:

5. MT (*Action Sustainability*) to speak to James Cadman about an event on maintaining the Covid period gains “carbon-wise” as we return to workplaces
6. MT (*Action Sustainability*) to arrange a discussion with LC on engagement with the School, focusing on the Category/Special Interest Groups.

### 6) School learning pathways

- MT (*Action Sustainability*) introduced the School's new learning pathways. The use of learning pathways to set content for priority suppliers was highlighted. Partners can find out more about using learning pathways on the School website [here](#). There is an upcoming webinar, you can register [here](#).
- DF (*Bouygues E&S*) highlighted a potential challenge in getting internal staff using the School as organisations such as Bouygues have their own internal intranet with loaded with School and other L&D resources and they want to avoid replication. However it was agreed that LMS is generally only accessible for direct staff, so it is possible to set up supplier learning pathways.

### 7) Category groups update

An update on each of the category groups was provided. An in-depth summary is provided in the slide deck. For more information on the groups please contact:

- Climate Action group - email [james@actionsustainability.com](mailto:james@actionsustainability.com)
- Plant group – email [james@actionsustainability.com](mailto:james@actionsustainability.com)
- Labour group – email [helen@actionsustainability.com](mailto:helen@actionsustainability.com)

### 8) Special interest groups update

Waste and resource use group:

- MT (*Action Sustainability*) highlighted the new resources being developed and case studies added to the resource library. The group were encouraged to send over any FM related case studies demonstrating best practice on waste and resource use – particularly any examples demonstrating circularity
- MT (*Action Sustainability*) introduced the [Material Exchange Platform Map](#), recently launched by the School. Partners are encouraged to highlight any organisations that can help keep items within the circular economy. The group mentioned Recycling lives, Trillium and Amaryllis as examples

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- MT (*Action Sustainability*) provided an update on the plastic waste survey which looked at Partner and member practices to establish a baseline for plastics packaging waste. Detailed results are available in the slide deck
- The group highlighted the link between waste and carbon. There is some confusion amongst certain suppliers who have thought that their clients like to have plastic packaging as it protects the products, or that switching to bio-plastics is enough, without realising it is still plastic
- MT (*Action Sustainability*) outlined the Packaging Data Collection Trial with the Homes group (Bellway, Taylor Wimpey, Barratt Homes), in partnership with Zero Waste Scotland and asked whether something similar could be done in FM. For FM a key issue is the amount of smaller packaged items e.g. stationary, catering. This could make prioritisation of a small number of high impact suppliers more difficult than for other markets
- The group agreed they will wait to see the results of the Homes group trial and then scope to see whether a similar process is feasible in FM.

Procurement group:

- AB (*EMCOR UK*) provided an updated on the Procurement Special Interest Group. Although the CITB funding was dropped for this project, the School decided to continue, focusing on two key areas;
  - Competency in procurement professionals – the School are working with CIPS to produce models for different roles, and.....
  - Performance management of suppliers – Helen Carter is leading on this.

### **ACTIONS:**

7. Partners to contribute to feedback mechanism keeping the School up to date with any outdated or new MEPs, so it can continue to be built up e.g. Take back schemes, Voluntary organisations.
8. Partners to send over any case studies on waste. DF (*Bouygues E&S*) to send the School case study on lighting
9. MT (*Action Sustainability*) to suggest Recycling lives, Trillium and Amaryllis to be added to the map.

### **9) AOB**

The next meeting is confirmed for 9th December 2020, 11.00am – 1.00pm – virtual, on Teams.